



Division of Medical Services

P.O. Box 1437, Slot S401 · Little Rock, AR 72203-1437
501-682-8292 · Fax: 501-682-1197



BULLETIN: ELECTRONIC VISIT VERIFICATION (EVV) ACTION REQUIRED

Dear Medicaid Providers:

Section 12006(a) of the 21st Century Cures Act mandates that states implement Electronic Visit Verification (EVV) for all Medicaid personal care services (PCS) that require an in-home visit by a provider. These services include Personal Care, Attendant Care, and Respite provided under the Medicaid State Plan and under Home and Community Based Services waivers to individuals in the home.

For agencies to participate in EVV by January 1, 2021, the following actions need to be taken:

1. Please update the email address the State has on file in provider enrollment. This will enable us to better communicate with you.
2. All of your caregivers for personal care, attendant care and respite services must be enrolled with Arkansas Medicaid. This is a mandatory requirement that must be met for agencies to bill services. The enrollment process is currently open and must be completed by September 30, 2020. Once the caregivers are enrolled, they will be given a provider number which may also be called a PIN (personal identification number). Caregivers can enroll through the Provider Portal, or by filling out and mailing in a paper application. More information can be found at the link below:

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

3. Please make a choice about your EVV system. **Regardless of which selection you make, [this form](#) must be completed.**
 - The State-sponsored EVV system is 21st Century Cures compliant and available at no cost to providers. The solution is called AuthentiCare and is provided by Fiserv.
 - If you already use an EVV system and wish to continue with that system, completing the requested form will identify your agency and the EVV system you will use.

You must select an option by August 7th, 2020. Please communicate your choice to DHS by completing the form on this webpage in its entirety.

Thank you for your attention and timely response to the actions requested. You can find additional information about Arkansas' EVV implementation by visiting:

<https://medicaid.mmis.arkansas.gov/general/programs/EvvInfo.aspx>

If you choose to use your own EVV vendor and not the State-sponsored option, the system you choose must meet the following criteria:

- 1) The EVV system vendor must be able to comply with 21st Century Cures Act.
- 2) The EVV system vendor must be able to configure their system to match the Arkansas DHS EVV system rules and provide an attestation that the configuration settings have been applied.
- 3) The EVV system vendor must be able to capture all of the data fields required as specified in the AuthentiCare Data Aggregator Interface Guide and successfully transmit the information via one of the approved transport methods to Fiserv for upload into AuthentiCare for claims processing on a daily basis.

If the chosen EVV system vendor cannot meet the criteria above, you must move to the State-sponsored EVV system vendor of AuthentiCare or choose a new EVV system vendor.

Please note that if you choose to use a third-party EVV system, the Arkansas DHS EVV system rules and the AuthentiCare Data Aggregator Interface Guide, as well as information and instructions regarding attestation will be posted on the Arkansas EVV Implementation website at: <https://medicaid.mmis.arkansas.gov/general/programs/EvvInfo.aspx>